

Complaints Code of Practice

Introduction

Juice Master Delivered is one of the premier UK juice diet delivery companies. We are the only authorised provider of the Jason Vale (aka the Juice Master) programmes. The diets are delivered (frozen) direct to our customers across the UK and Republic of Ireland. Juice Master Delivered provide a range of Juice Diets and other complimentary products, please visit our website www.juicemasterdelivered.com for more information.

Customer Complaints

We pride ourselves on giving excellent customer satisfaction. In the unlikely event of a complaint, please see our **Customer Complaints Procedure** policy below. This outlines how we will work to solve customer complaints and disputes, and the options available to you if we can't do that within 8 weeks.

Terms and Conditions

When you make a purchase you'll agree to our Terms and Conditions which detail our service standards and important aspects of our service that you should be aware of. A copy of the terms and conditions that apply to you can be downloaded from our website at (https://www.juicemasterdelivered.com/terms_conditions/) or by contacting us.

Complaint Handling and Alternative Dispute Resolution Procedures

We hope that you'll never have reason to complain about any aspect of our service. However, if there is something that you're not happy with you should contact customer services first. We'll try and solve your issue quickly where we can, but there may be times when it may take a while to investigate and sort out.

Customer Complaints Procedure

Step 1 – Contact Customer Services

If you need to contact us you can do so by phone, email or letter. You can call us between 9am to 5pm Monday to Friday (excluding national holidays) . The number is an 0345 number and Ofcom regulations require phone providers to treat calls to 03 numbers the same as calls to 01 and 02 numbers. This applies whether you call from a landline or from a mobile. Please note that calls may be monitored and recorded for training purposes.

Our Contact Details are:

Telephone: 0345 299 7111 x2

Email: skye@juicemasterdelivered.com

When you contact us, please include the following details:

- Your full name
- Your full postal address
- Your order number
- Your resolution requirements
- An daytime contact telephone number

The Customer Services Team will be working towards contacting you within 72 hours of receiving your complaint. We may try to get hold of you by phone or email you if you have provided us with your email address. During communications we will aim to continue to respond within 72 hours and you will be kept informed as to the status of your complaint. Should there be a delay beyond 72 hours we will let you know when you can expect to receive a reply.

Step 2 - Escalate the complaint within Juice Master Delivered

If you are not satisfied with our response, you can ask for us to reconsider the issue. If your complaint still isn't resolved after speaking to a Manager, then you can escalate to a Business Manager. If your issue is still unresolved, you should follow the procedure below.

Step 3 - Independent Advice

You can get independent advice from the Citizens Advice Bureau, Consumer Advice Centre and Trading Standards. Whilst we're happy to work together with the above independent organisations, if you decide you need their help to resolve your complaint, we would always want you to come to us first, as most problems can be resolved quickly this way. Or alternatively you may go straight to step 4

Step 4 - Contact The Retail Ombudsman

If after contacting us we have not resolved your complaint within 8 weeks or if there is a deadlock situation, you may refer your complaint to the Retail Ombudsman, free of charge. Deadlock arises when we believe we have done everything we can to resolve your complaint but can't reach an agreement with you. You must have followed our escalation process before you can request a deadlock and we will be unable to send a deadlock letter if we are still working to resolve your complaint or if your complaint falls outside the remit of the Retail Ombudsman Services.

The Retail Ombudsman is an independent dispute resolution scheme, approved by Ofcom. Please ensure that you read The Retail Ombudsman services guidelines to ensure that your complaint satisfies the conditions for referral. <https://www.theretailombudsman.org.uk/about-us/complaints-we-can-deal-with/>

When your complaint goes through The Retail Ombudsman, an independent assessor will review your complaint and make a decision about how to settle it. As a member of the organisation, we are bound by their code of practice.

Details of the service are available by contacting The Retail Ombudsman via:

Website: www.theretailombudsman.org.uk

Email: enquiries@theretailombudsman.org.uk

Tel: 0203 1378 268